



# Utah 911 Committee

**Gary R Herbert**  
Governor  
**Jeremy Raymond**  
Chair

December 20, 2012  
Regular Meeting  
Minutes

## Committee Member Attendees

Randy Auman  
Melanie Crittendon  
Justin Grenier  
William Harry  
Peter Kuhlmann  
Deborah Mecham  
Kathy Quarnberg  
Jeremy Raymond  
Kevin Rose  
Tina Scarlet  
Jim Thomas  
Lesa Wilson  
Alan Workman

## Representing

Bear River PSAPs  
Mountainland Association  
Five County Association  
Salt Lake County  
Washington County  
Utah County  
Six County Association of Governments  
Uintah Basin Association  
Utah Department of Technology Services  
Weber County  
Incumbent Local Exchange Carrier  
Rural DPS  
Urban DPS

## Committee Members on Bridge

Bret Mills

## Representing

Southeast Association

## Staff Members Present

Kevin Bolander  
Joe Brown  
Eric Parry

DPS /Attorney General's Office  
DPS/Admin  
State 9-1-1 Program Director

## Invited Presenters

Heather Bennett

Poison Control

## Staff Members On Bridge

N/A

## General Attendees

Bert Granberg  
Vicky Dexter  
Dave White  
Tom Norvelle  
Denice Smith  
Nicole Richards  
Linda Petty

## Representing

AGRC  
CenturyLink  
CenturyLink  
Davis County Dispatch  
DPS Purchasing  
DPS/Box Elder Communications  
DPS/Cedar

Jennifer Stefanoff  
Chris Rueckert  
Barbara Crouch  
Rachel Moore  
James Hunsaker  
Regina Nelson  
Laonna Davis  
Chris Dunn

DPS/Price Communications  
DPS/SLC Communications  
Poison Control  
Provo City  
SLCPD  
Tooele County  
DPS/Uintah Basin Communications  
UPD

**General Attendees on Bridge**

Chris Duxler  
John Hunt

**Representing**

ECaTS  
TCS

**Minutes**

The meeting was called to order by chair **Jeremy Raymond** at 1310 MDT.

1. **Minutes:** Motion to approve the minutes of the Utah 9-1-1 Committee meeting held November 15, 2012, made by **Bill Harry**, seconded by **Kevin Rose**; approved by a unanimous vote. Carried.
2. **Financial report:**
  - **Unspent Encumbered Funds - Eric** reported that he has been actively pursuing unspent encumbered funds, and has recovered about \$100K by calling the various entities. He reported one county (Piute) that had encumbered funds on the books but had been told that the grant period had lapsed and that the funds were no longer available. **Eric** indicated that the Committee would honor the grant, and invoices were sent in for payment, and the county is in the process of being reimbursed. They expressed appreciation of this change of heart. In addition, there are several projects underway that are expected to come in under budget. **Eric** to monitor the final numbers on these.
  - **Projected Available Funds Remaining** – There is about \$2,143,128 remaining in the grant fund. Summit County is in the process of submitting an invoice and that is expected to be received shortly.
  - **Approval of Financial Report** – A motion to accept the Financial Report was made by **Alan Workman**, seconded by **Deborah Mecham**; approved by a unanimous vote. Carried.
3. **Grant applications**
  - **Unified Police Department (UPD)** – Chris Dunn presented a grant application in the amount of \$54,470.10 for 5<sup>th</sup> year CPE maintenance. This will cover existing software maintenance of their existing CPE until the new Viper system is installed. There is a delay in transitioning to the Viper because of current log-in limitations. This is expected to be resolved in the next Viper software upgrade in scheduled for March or April 2013. After a brief discussion clarifying what exactly the grant covered, as well as if there were any economies of scale by going month to month, a motion to approve the grant was made by **Kevin Rose**, seconded by **Tina Roylance**; approved by a unanimous vote. Carried.
4. **Public comment:**

- There was no public comment.

## 5. Committee Business

- **Committee Membership Update** – **Eric Parry** reported that we still have three positions vacant. Davis County has nominated **Tom Norvelle** and he is currently in process awaiting appointment by the Governor’s office. The Rural Incumbent LEC position is vacant, and we are still waiting for **Dave Hatch** from CentraCom to put in his application. The second Radio Communications position is also vacant, and we are waiting for **Robert Whitlock** (Verizon) to also apply.
- **Recognition of Service Appreciation Presentations** – **Jeremy Raymond** presented Service Appreciation plaques to Phil Bates, Doug Chandler, Dean Cox (accepted by Peter Kuhlmann), Laonna Davis, and Dave White. The remainder of the awards will be sent to the respective individuals.
- **Election of Committee Chairperson** – After a brief discussion concerning who is eligible for nomination, it was determined that a representative from a class 1 or 2 County was required. A motion to nominate **Deborah Mecham** as the Committee chairperson was made by **Kevin Rose**, seconded by **Tina Roylance**. A motion to close nominations was made by **Justin Grenier**, seconded by **William Harry**; approved by a unanimous vote. Carried. A vote was taken on the nomination of **Deborah Mecham** as the new Committee chairperson. The motion was approved with a unanimous vote. Carried.
- **Cassidian Patent Settlement** – **Eric** briefed the committee on the circumstances surrounding a lawsuit between Cassidian and Intrado concerning an alleged patent infringement. A letter from Cassidian was sent to **Eric** outlining an agreement between Cassidian and Intrado that settled the dispute; however the letter implied that there was action against other CPE providers and that “the Utah Department of Public Safety should avoid unknowingly entering into transactions that give rise to the deployment of infringing solutions.” Currently, the only CPE solutions in use in Utah are Cassidian and Intrado products and therefore there is no issue with Cassidian. This could change, however, should a PSAP in the future purchase equipment from companies that are in dispute with Cassidian.
- **CenturyLink Contract** – Denice Smith advised the Committee that the CenturyLink contract has received approval for extension to the end of March 2013. This is due to the delays in processing the BAFO proposals which will establish and the new contract that will replace the current contract.
- **Poison Control Center Presentation** – **Barbara Crouch** presented a short overview of the Poison Control program in Utah, and outlined various services that the center provides. The briefing included how the center partners with 9-1-1 to deliver life-saving services and public education programs. Statistics concerning incidents of poisoning, and deaths caused by poisoning were presented. The Utah center received nearly 50,000 calls in 2011, with about 62% involving children less than 6 years of age. About three-quarters of the calls they get are manageable over the phone. There are four modes of poisoning – things splashed in the eyes, on the skin, swallowed or inhaled. The center is staffed 24/7 by pharmacists and nurses that have additional training in dealing with poison related calls. Calls are routed through the telephone network with no location

information. Calls transferred from PSAPs number about 600 per year. A protocol is used by the center to do caller evaluation. The center is funded in part by a 7 cent per line surcharge as well as some federal funding, and in-kind funding from the University. There are very few Poison Control Centers funding through a telephone surcharge. They are all employees of the University. The presentation was well received by the Committee and those in attendance.

- **ECaTS Data Utilization Discussion – Deb Mecham** briefed the Committee concerning the meeting held earlier today with the ECaTS sub-committee. **Deborah** reported there were several things discussed with the key issue being what was the benefit of ECaTS to not only PSAPs but the state? There needs to be an examination of the return on investment if we are to consider renewing the ECaTS contract which expires June/July of 2013. Historically, there have been issues concerning the accuracy of information provided by PSAPs around grant applications which was one reason of rolling out ECaTS – to get reliable statistical information that the PSAPs were having issues providing to the Committee. It has taken time to get things in place, but we are now in the position to move to the next step with ECaTS particularly now that the line profiles are standard across the state. The sub-committee would like to recommend that we take the next few months to work to gather information concerning what ECaTS can do for us, and come back with some recommendations in this regard, and how it can be used. The sub-committee also suggested that we start at a basic level and go from there such as 9-1-1 calls per PSAP, total calls per PSAP, call answer times, trunk utilization, and maybe in conjunction with AGRC make better use of maps and the information that can be displayed on the state maps that AGRC brings to every meeting. **Justin Grenier** volunteered to get with **Eric** and **Bert Granberg** to explore some more specific options prior to the next meeting. **Eric** to set up ECaTS access for **Bert** who has come up with some ideas already in this regard. We need to look at ECaTS from a Committee perspective with a view toward what the real benefit is to the state. Another issue raised is the fact that the current contract has no provision for costs for upgrades to CPE equipment. Normally an upgrade runs about \$4K and to date, ECaTS has been doing the upgrades on a complimentary basis, but is not prepared to continue this practice. So there are several things to consider when it comes to renewal. In the meantime, ECaTS will be approaching **Denice Smith** to discuss a contract amendment and to provide the rationale for an amendment. **Kevin Rose** agreed that we are now at the point where we have some solid data coming from ECaTS and that it is timely to get to the next level. **Al Workman** suggested that we might in lieu of spending this kind of money on ECaTS, consider funding another position to perform statistician work as well as assist **Eric** and the Committee in other endeavors. **Eric** to explore how other states are using ECaTS and report back. **Denice Smith** added that the sooner we deal with this the better as we may have to post a new contract, perhaps a month and a half before contract comes up for renewal as this is a sole source contract. **Bert Granberg** offered some ideas on how the Committee and AGRC could use ECaTS data. He suggested that there is great value in having everyone on the same platform insofar as mining reliable data. Call volumes, class of service, and other information could be easily integrated into the grant application process and would be of value to the Committee in evaluating grant applications. Issues such as service level metrics, trunk utilization, class of service call evaluation, staffing, consoles would be just a few possibilities. From his perspective, we might want to look at how Phase II is working, where the calls are coming from, where they are being received, where they are not being received, routing, call transfer stats, and where in the state is wireless caller location information the most accurate (i.e. confidence levels). Other issues such as call

hot spots across the state may reveal how networks are working, where we need to focus our outreach campaigns, abandoned call rates, etc.

- **Broadband Sub-Committee Report – Kevin Rose** reported that things are continuing to move along and we are in a wait and see phase.
- **Legislation Opportunities Update – Bill Harry** updated the Committee concerning the Utah Sudden Cardiac Arrest Survival Act (Title 26 Chapter 8b) amendment. A couple of years ago it was amended to change the reporting of locations of AEDs from the state to the PSAPs. It required that PSAPs tasked with the responsibility of providing EMD be responsible for receiving this information, the idea being that the PSAPs can notify the calling parties as to the locations of AEDs. He reported that many PSAPs were unaware of this change, and that their perspective and requirements on this matter were not adequately addressed. As a result, there was a meeting with the originators of the legislation to make some changes that would amend the legislation, and the author of the legislation is prepared to submit these changes at the next legislative session. **Bill** met with the author to discuss potential changes such as making it clear to AED suppliers which PSAP needs the information. They suggested that EMS be the point of contact for this information in order that the letters get sent to the correct PSAP. If a PSAP has a web link for AED registration, then the suppliers can do it directly online. EMS Bureau would also keep the web address for the PSAPs that have this feature. **Eric** reported that he has received favorable responses back from Davis, Tooele, Layton, Logan, VECC, and that Summit County is working on getting their link set up. EMS has a program usable by the PSAPs and they will assist in getting that set up. **Bill** reported that he is having discussions with **Chris Evans, Dave Spatafore**, and a sponsor to determine if the language is satisfactory. Jeremy raised concerns that the general public is unaware that there is a vehicle for AED registration, and that many people and organizations have gone ahead and purchased AEDs. **Bill** commented that it is only the businesses right now that have to report, and it is supposed to be coordinated through the local medical authorities but there are no teeth to the legislation to get it enforced or to deal with the liability. He went on to comment that when a business registers itself in Layton, there is a requirement as part of the registration to provide AED information. There was a suggestion that maybe we could do some outreach through our PENNA contract for next year's public education campaign.
- **Next Generation 9-1-1 RFP - Bill Harry** reported that the grading of the BAFO has been completed, as well as the pricing analysis. We now need to letters of justification to the State purchasing agency. The existing contract with CenturyLink has been extended to 31 March 2013. He feels that if we get the letters to Purchasing by the middle of January that we should be in good shape to get everything in place by the end of March.
- **Status of the Greater Wasatch Multi-Node (GWM) Project – Bill Harry** reported that he, along with **Tina** and **Chris Rueckert** are all happy to report that they successfully cut over to the new system on the 12 December and that everything is working very well. There are some final things to be tweaked such as some radio issues, but all in all, it showed that mutual backup is possible and works. Any operator within the system can log in from any of the participating locations and process calls. **Bill** suggested that we prepare a more in-depth presentation at some point of all the functions and features of the project. He also reported that there will be changes down the road to the routing ESN's for wireless calls and will keep us posted on that matter.

- **Upcoming Conferences** – Eric to move forward on arranging travel for the NENA Development Conference (Orlando, FL - Feb 10-13). The cost of this conference will be shared with NENA, and the State's portion will be less than \$900.
- **Program Manager Activity Update – Eric Parry** briefed the Committee on his activities since the November meeting. He reported that he now has an office located in the basement of the Cal Rampton complex in room B18A. He also reports that he continues to audit unspent encumbered funds and will keep an eye on situations where equipment costs were below the original grant award. The PSAP distribution list has been completed and articles of interest are being distributed to both the PSAPs and the Committee members. Alan Workman indicated that his email is overwhelmed with messages and the requested that we need to come up with a flag for messages that are Committee related. Eric suggested that for articles of interest, those actual words appear at the beginning of the subject line. Alan seemed to be amenable to this solution. He describe the daily ECaTS report and that some anomalies have been noted with regard to call processing times that he will follow up. He reported that there are issues with San Juan PSAP ECaTS developing problems on November 16, and that subsequent efforts to resolve this issue with PSAP personnel and Rick Bailey have not met with success. Bret Mills to follow up. A fillable PDF form for grant applications has been developed and distributed to Committee members. If this works for everyone, Eric will get the form posted to the Committee website. With regard to Pub Ed, he reports that he has reached out to Texas for further information on the Cell Phone Sally video with an idea of pursuing the licensing of the video for use in Utah. This is still in the works. He continues to work on the Committee membership list; there are still three vacancies (Davis County, Rural Incumbent LEC. He continues to attend the FirstNet Broadband committee meetings as well as the BAFO contract development committee. With regard to PSAP visitations, he attended DPS Traffic, University of Utah, UPD, DPS Cedar, Beaver County Sheriff's Office, and DPS Richfield PSAPs. He also continues to pursue meetings with AGRC with regard to ECaTS data utilization, and is a regular at the weekly CenturyLink 9-1-1 project meetings. He continues his volunteer activities with the NENA Education Advisory Board and NENA Institute Board, as well as continuing to be a serving member of the NAED Police (EPD) Council of Standards.
- **Mission/Vision/Core Values** – Eric reported that he is working on a modification to the draft Core Values statement to be presented at the next meeting.

## 6. **New Business**

- **Setting Up of Working Groups - Kevin Rose** expressed concern that there are ongoing discussions about what the Committee is going to do but that there is a need to get some sub-committees established to start moving some of the outstanding issues future goals moving in a positive direction. Issues such as the future of 9-1-1 across the state that would coincide with the roll out of NG, how we are using ECaTS as well as a standards document need to be addressed immediately. It was agreed that this be put on the agenda for the **January** meeting for the consideration of forming sub-committees to deal with these pressing matters.
- **Completion of Backup Center – St. George – Justin Grenier** briefed the Committee on the status of his backup EOC that has just been completed. He informed the Committee that they are still working on some radio integration but that overall the project was successfully completed. It is their intent to name the center after **Jeff Dial** at the

grand opening ceremony slated for early 2013. **Eric** that perhaps the Committee could look at coordinating a meeting in St. George with a tour of the new EOC.

- **AGRC Mapping Project and Imagery Report – Bert Granberg** reported that in November, AGRC released a new version of aerial photography used in map overlays that offers 5” imagery across the Wasatch Front. This complements the statewide 1-meter imagery currently in use. **Bert** indicated that if anyone has any need for the new overlay, to get in touch with him.
- **Annual Report – Eric** reported that he will be starting to work on the annual report to the Legislature and that Committee members may be asked to assist.

**Round Table:**

N/A

**Motion to Adjourn** – A motion to adjourn the meeting was made by **Kevin Rose**, seconded by **William Harry**. The motion carried by unanimous vote.

**Next Scheduled Regular Meeting: Thursday, January 17, 2013 @1300, Rampton Complex, 4501 South 2700 West, Salt Lake City, Utah 84129-5928, Telephone Bridge 801-538-1700**